

**DUCATI NORTH AMERICA Inc.** 237 West Parkway  
Pompton Plains, NJ 07444-1028  
Tel. 973-839-2600  
Fax 973-839-2331

Corporate Headquarters

**BY TELEFAX (202) 3667882**

**December 15, 1999**

**99V-360 (01)**

**Ms. Kathleen DeMeter, Director  
Office of Defects Investigation  
National Highway Traffic Safety Admin.  
400 Seventh Street, S.W.  
Washington, D.C. 20590**

**Dear Ms. DeMeter:**

**Ducati Motor Spa. Has determined that a safety recall campaign should be conducted on certain Ducati motorcycles 916 MY 1994 through MY 1998 and certain 748 MY 1997 through MY 1999.**

**Specifically Ducati North America will inspect all the rear wheel spindle of the affected vehicles using a special ultrasonic tester.**

**Any defective spindles will be immediately replaced with ultrasonically tested new spindles.**

**Attached please find a list of affected vehicles and production dates.**

**Ducati North America will notify all owners of the affected registered vehicles (POLK), following approval of the recall campaign by NHTSA.**

**Detailed repair instructions are attached.**

**We remain at your disposal for any further information you may require.**

**Sincerely yours,**

  
**Renato Airone  
National Service Manager**

**Customer Notification Letter****December 16, 1999**

**Subject:**     **Ducati Motorcycles 916 MY 1994 through 1998.**  
              **Ducati Motorcycles 955SP MY 1996**  
              **Ducati Motorcycles 996SPS MY 1997-98**  
              **Ducati Motorcycles 996BIP MY 1999**  
              **Ducati Motorcycles 748 MY 1997 through 1999**  
              **Ducati Motorcycles 748L MY 1998**

**This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.**

**Ducati Motor Spa. Has determined that a defect which relates to motor vehicles safety exist in some 1994 through 1999 Ducati 916-955SP-996SPS-748-748L motorcycles equipped with rear wheel hub spindle. Our records show that you are the owner of a Ducati motorcycle affected by this notice. Please take the time to read this letter and help us take the appropriate steps to ensure that your vehicle is operating safely and properly.**

**Description of defect**

**Ducati Motor Spa. has determined that internal cracks could be present on the rear wheel spindle of a small number of units. In the extremely remote event of internal cracks, the rear spindle could fail. This could affect the control of the vehicle and cause an accident. (One failure out of 35,000 motorcycles)**

**Description of remedy**

**Your authorized Ducati dealer will inspect the rear wheel spindle using a special ultrasonic tester.**

**Your appointment with your dealer-service free of charge**

**Page 2 Customer Notification Letter.**

*The service will take approximately 15 minutes and is free of charge. In the event of parts replacement, the service will take an additional one-hour.*

*All Ducati dealers included in the ultrasonic tester schedule will have the necessary replacement parts to complete the service.*

**Precautions prior to service**

*Prior to the time that your motorcycle has been serviced, you should check for any abnormal driving noises, or abnormalities on the rear wheel spindle-sprocket-chain area. If you notice such conditions or you feel uncomfortable about driving your motorcycle because of these possible conditions, contact your authorized Ducati dealer and make the service appointment.*

**Service problem help**

*If you believe that your dealer has failed or is unable to perform the service within a reasonable period of time, please write to:*

*Ducati North America, Inc.  
237 West Parkway  
Pompton Plains, New Jersey 07444-1028*

*If you still cannot obtain satisfaction, you may file a complaint with the Administrator, National Highway Traffic Safety Administration, 400 South Street, S.W., Washington, D.C. 20590. Telephone 1(800) 424-9393 (Washington area: 368-0123)*

*We regret any inconvenience to your safety from this action; however, your safety and satisfaction is important to us and we request that you bring your Ducati motorcycle to your dealer as soon as it is convenient for you to do so.*

*Thank you for riding a Ducati.*

*Sincerely,*

*Ducati North America, Inc.*

*Renato Aime  
National Service Manager DNA*

**Dealer Notification Bulletin**

December 16, 1999

**Subject:**     **Ducati Motorcycles 916 MY 1994 through 1998**  
              **Ducati Motorcycles 955SP MY 1996**  
              **Ducati Motorcycles 996SPS MY 1997-98**  
              **Ducati Motorcycles 996BIP MY 1999**  
              **Ducati Motorcycles 748 MY 1997 through 1999**  
              **Ducati Motorcycles 748L MY 1998**

**Dear Ducati dealer:**

This is to inform you of the initiation of a recall campaign involving some Ducati MY 1994 through 1999 (916-955SP-996SPS-996BIP-748-748L) motorcycles equipped with rear wheel hub spindle.

**Defect description**

It is possible that internal cracks could be present on the rear wheel spindle of a small number of units. In the extremely remote event of internal cracks, the rear spindle could fail.

**Remedial action**

Inspection of the rear wheel hub spindle using a special ultrasonic tester.

**Customer notification**

Ducati North America, Inc. will notify all known owners (of affected registered vehicles (POLK), directly by first class mail on or about (\_\_\_\_\_)). A sample copy of the owner's notification letter is enclosed for your information.

**Vehicle allocation**

Prior to owner notification, we will furnish you with a list of affected vehicles containing names and addresses of owners residing within your primary area of influence.

**Note: This listing includes owner names and addresses obtained from state motor vehicle registrations. Under the law of some states, including regulations set forth by the California Department of Motor Vehicles, vehicle registration information may only be used for recall purposes. Use for any other reason may constitute a violation of state law.**

**Page 2 Dealer Notification Bulletin**

**Limitation on sale or lease of certain vehicles**

Section 154(d) of the National Traffic and Motor Vehicle Safety Act of 1996 mandates that dealers correct, prior to sale or lease, any vehicle which fails to comply with an applicable Motor Vehicle Safety Standard or vehicle which contains a defect which relates to vehicle safety. It is therefore mandatory that any vehicle in your inventory and affected by this recall be corrected prior to sale or lease.

**Parts supply**

Replacement parts will be allocated to all Ultrasonically Factory Certified Ducati dealers. Service Area Managers are Factory Certified for Ultrasonic testing and will be provided with a kit of replacement parts to be used as needed.

For detailed information on parts replacement see attached service and repair instructions. You must order additional supplies from Ducati North America Inc. using part ordering form attached. **Important: Use only the specified parts identified in this Recall Campaign Bulletin.**

**Repair instructions**

Attached to this notification are detailed campaign service and repair instructions. Please adhere closely to this procedure including notes of caution.

**Special tools**

Ducati special tool part number 887131285 is required. This special tool is included in the Ducati dealer mandatory tool list.

**Time allowance (Reimbursement)**

See service and repair instructions.

**Campaign authorization**

Ducati North America Inc. will mail notification letter to all known owners. If a customer does not present the notification letter, it is important that you confirm the eligibility for recall status before you commence work by contacting Ducati North America Inc. Service Area manager. Reimbursement request for duplicated recall repairs will not be accepted.

*Page 3 Dealer Notification Bulletin*

***Dealer obligation***

*This program is designed to complete the necessary repairs and to achieve owner satisfaction. Therefore, we ask, you take prompt and courteous action in accordance with these directives. Please provide a copy of this communication to every person in your dealership who has recall-related responsibilities.*

*Thank you for your cooperation.*

*Sincerely,*

*Ducati North America, Inc.*

*Renato Aime  
National Service Manager DNA*

***IMPORTANT; All dealer Principals, Service and Parts Managers should read and initial this notice.***

Ultrasonic testing Recall Campaign. Service and repair instructionsDucati affected models:

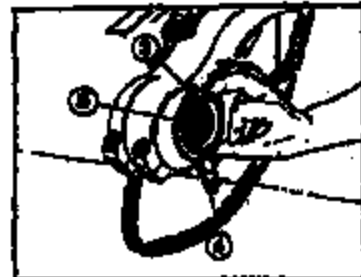
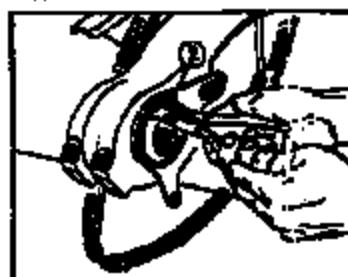
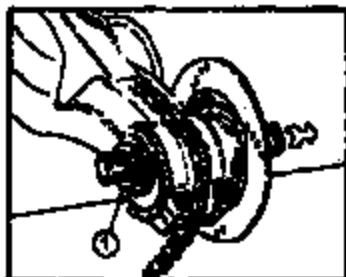
- 916 MY 1994 -95
- 916 MY 1996 through MY 1998
- 955SP MY 1996
- 996SPS MY 1997
- 996SPS MY 1998
- 996BIP MY 1999
- 748 MY 1997 through 1999
- 748L MY 1998

**ULTRASONIC TESTING OF THE REAR SPINDLE ON THE ABOVE LISTED VEHICLES MUST BE PERFORMED BY CERTIFIED DUCATI TECHNICIANS ONLY.**

In the event the certified Ducati technician requires the replacement of the rear spindle after the ultrasonic test is performed, follow the service and repair instruction listed below:

**Disassembly:**

1. To remove eccentric hub from swing arm, take off wheel and sprocket flange first. Remove fastening screws and brake caliper from its support plate. Take off spacer (1) on the left side and pull out spindle and brake disc from opposite end. Use pin pliers to remove circlip (2) on the right side of eccentric hub. Remove washer (3), caliper support plate (4) with O-ring (5), remove the other washer and take off eccentric hub from the left side of swing arm. (When refitting the O-ring, use moly grease).  
Caution: when removing the brake caliper, do not twist or bend the hose line connecting to the master cylinder exceedingly.
2. Lever out the outer seal (6) on the brake disc end of the eccentric hub using a screw driver.
3. Remove the circlip (4) from the hub using a pair of tweezers.
4. The roller bearing (2) needs to be taken apart before it can be removed. Use a screwdriver to remove the cage (A) and the roller (B) placed inside the casing.
5. Heat up the hub area where the casing is located by blowing it with hot air.



## Page 2 Ultrasonic testing Recall Campaign- service instructions

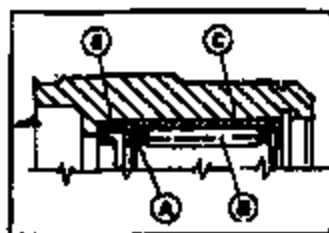
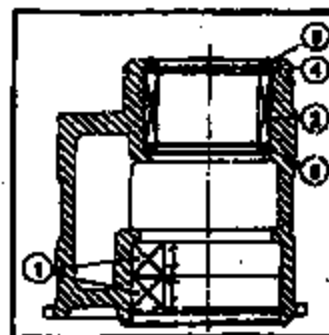
6. Drive out inner seal (6) and casing (C) with a suitable drift pressing from the chain end.

*Note: Apply the drift at different positions to the seal, that way ring and casing will come out squarely and you will avoid damaging their seat in the hub.*

*Important: Never reuse any seals you have removed.*

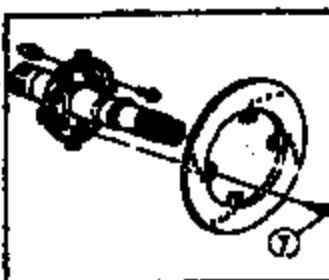
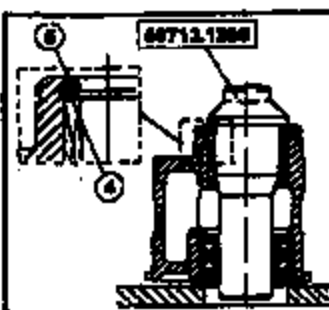
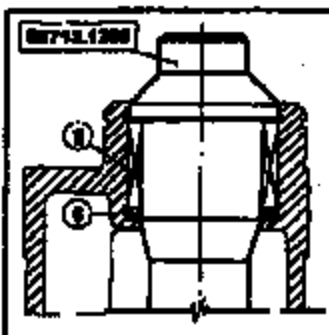
7. Take the brake disc and the original pins off the wheel spindle by removing the fastening screws.

*(Screws are Loctited and should be heated before removing.)*

**Reassembly:**

Clean all components thoroughly before reassembling and check the seats in the eccentric hub for wear. List of new parts to be replaced:

WHEEL SHAFT	81810153C	1
BRAKE DISC BOLTS	00008272	4
ROLLER BEARING	70240081B	1
SEAL	83040131A	2
WHEEL SHAFT	81810381A	1
BRAKE DISC BOLTS	77182882B	4
ROLLER BEARING	70240081B	1
SEAL	83040131A	2



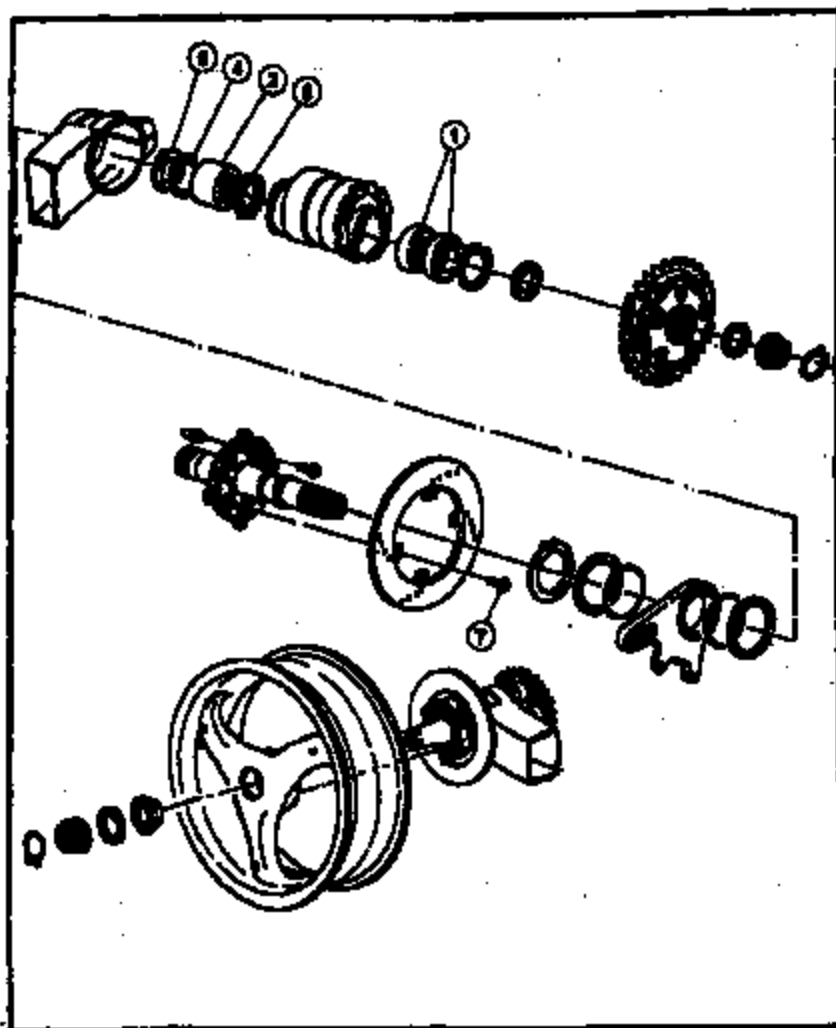
8. Heat up the roller casing seat (2) in the hub area where the casing is located by blowing it with hot air.
9. To fit the new seals, you will need drift part # 887131285. Place the hub that goes on the chain end on a flat-faced stand with a hole for drift end to come out. Place the roller bearing (2) and inner seal (6) on the drift. The flat face of the seal should be facing the hub. Use the drift to push seal and roller bearing all the way in until they locate against the hub.
10. Install the circlip (4) with the sharp edge face towards the roller bearing.
11. Fit the upper seal (5) onto the drift with the flat face pointing outward. Push it until it touches the circlip.
12. Smear bearing (2) and seal (5) and (6) with moly-grease.
13. Fit the original pins (7) onto the outer end of the wheel spindle. Apply some Loctite 242 on the threads and torque the four screws (8) to 11 Nm (7.95 Ft/lb).



*Page 3 Ultrasonic testing Recall Campaign-service instructions*

- 14. Fit the original brake disc on the spindle. Secure it with 4 new screws (9). Apply Loctite 271 on the threads and torque them to 10 Nm. (7.23 Ft/lb).*
- 15. Refit the caliper holder plate, and the wheel spindle assembled with the disc. For reassemble instructions of the parts you have removed reverse the procedure on step 1. Apply grease to threads and head underside of the fastening screws for the brake caliper and torque to 25 Nm, (18 Ft/lb).*
- 16. Refit the sprocket holder plate and sprocket assembly. Apply some grease on the threads and head underside of retaining nut And torque to 137 Nm. (99.5 Ft/lb). Reinstall circlip.*

***See exploded view of the components of the rear eccentric hub to aid understanding and avoid any mistakes.***



**Reimbursement procedure for Ultrasonic Recall Campaign**

After the Recall Campaign has been performed, the dealer will submit a Warranty Claim Request on D.C.S. Ducati North America, Inc. will reimburse at a flat rate of:

- 0.2 Ultrasonic testing only.
- 1.2 Ultrasonic testing and spindle replacement.

**Ultrasonic Testing only.**

**916 MY 1994-95 from VIN# RV000089 to VIN# SV002879 Inclusive.**

Recall Campaign I.D. No. \_\_\_\_\_

Claim Type PC

Causal Part No. 81910153C

Failure Code 074

Factory Code A

Labor Operation 42-081 (Ultrasonic Testing Only 0.2)

Labor Operation 42-083 (Ultrasonic Testing and Spindle Replacement 1.2)

**955SP MY 1996 from VIN# 007069 to VIN# 009002 Inclusive.**

**996SPS MY 1997-98 from VIN# VB000024 to VIN# VB000226 Inclusive.**

**916 MY 1997 from VIN# VB008150 to VIN# VB010631 Inclusive.**

**916BIP MY 1997 from VIN# VB008033 to VIN# VB010781 Inclusive.**

**916BIP MY 1998 from VIN# WB012382 to VIN# WB013491 Inclusive.**

**916MONO MY 1998 from VIN# WB 011992 to VIN# WB013591 Inclusive.**

**996BIP MY 1999 from VIN# XB000511 to VIN# XB000911 Inclusive.**

**748 MY 1997 from VIN# VB003357 to VIN# VB005620 Inclusive.**

**748BIP MY 1998 from VIN# WB006441 to VIN# WB007882 Inclusive.**

**748MONO MY 1998 from VIN# WB006141 to VIN# WB007862 Inclusive.**

**748L MY 1998 from VIN# VB006961 to VIN# VB007362 Inclusive.**

**748BIP MY 1999 from VIN# XB009170 to VIN# XB009369 Inclusive.**

**748MONO MY 1999 from VIN# XB009370 to VIN# XB009469 Inclusive.**

Recall Campaign I.D. No. \_\_\_\_\_

Claim Type PC

Causal Part No. 81910381A

Failure Code 074

Factory Code A

Labor Operation 42-082 (Ultrasonic Testing Only 0.2)

Labor Operation 42-084 (Ultrasonic Testing and Spindle Replacement 1.2)

**Ultrasonic Recall Campaign authorized part-ordering form**

Date \_\_\_\_\_

Dealer number \_\_\_\_\_

Model \_\_\_\_\_ VIN# \_\_\_\_\_

**Rear wheel shaft with brake disc bolts M6x14 (8mm bolts)**

Description	Part #	Quantity
Wheel shaft	81910153C	
Brake disc bolts	000062726	
Roller bearing	70240061B	
Seal	93040131A	

**Rear wheel shaft with brake disc bolts M8x14 (8mm bolts)**

Description	Part#	Quantity
Wheel shaft	81910381A	
Brake disc bolts	77152662B	
Roller bearing	70240061B	
Seal	93040131A	

**FAX part order to (973) 839-7742**

December 17, 1999

Mr. Renato Aime  
National Service Manager  
Ducati North America, Inc.  
237 West Parkway  
Pompton Plains, NJ 07444

Dear Renato:

Thank you for your recent inquiry about having The Polk Company process your upcoming recall.

Our recall database is a comprehensive national VIN file, based on the state registration and title data that we collect. Our file includes both restricted and non-restricted data, and is updated every two weeks. In addition, we offer NCOA (National Change of Address) cleansing for the most recent addresses, Lease Enhancement, so that the notification goes to the operator of the vehicle, versus the owner (the finance company), and other special services.

We encourage manufacturers to enter into a License Agreement with The Polk Company. The benefit to entering a Recall License Agreement with The Polk Company is that over the course of the agreement, you will enjoy reduced pricing on any recalls that occur, versus using our services on a recall-by-recall basis.

We would like to offer you two pricing options; the first based on entering into a Recall License Agreement, and the second as a non-participant:

- |   |         |
|---|---------|
| 1. Recall License Agreement.....              | \$1,200 |
| Recall Processing Fee.....                    | \$1,200 |
| TOTAL.....                                    | \$2,400 |
|   |         |
| 2. Non-Participant Recall Processing Fee..... | \$2,600 |

I will follow up with you to see how you would like to proceed. If you have any questions, please feel free to contact me at (201) 476-7924.

Sincerely,

*Kim Harnett*

Kim Harnett  
Account Representative  
Transportation Information Services

c: B. Shipp

**List of Ducati motorcycles affected by rear spindle recall campaign (Ultrasonic-testing)**

- 916 MY1994 from VIN# RV000069 to VIN# RV000071 (3)  
Production date 04/03/94
- 916 MY1995 from VIN# SV000627 to VIN# SV000876 (251)
- 916 MY1995 from VIN# SV002282 to VIN# SV002679 (396)  
Production date from 04/04/94 to 11/21/94
- 916 MY1996 from VIN# TB006308 to VIN# TB007239 (266)  
Production date from 11/20/95 to 05/02/96
- 955SP MY1996 from VIN# 007088 to VIN# 007117 (46)  
Production date from 04/29/96 to 05/17/96
- 916 MY1997 from VIN# VB008150 to VIN# VB010631 (300)  
Production date from 03/10/96 to 04/09/97
- 916BIP MY1997 from VIN# VB009033 to VIN# VB010781 (248)  
Production date from 12/18/96 to 04/16/97
- 996SPS MY1997 from VIN# VB000024 to VIN# VB000226 (53)  
Production date from 02/21/97 to 03/03/97
- 916BIP MY1998 from VIN# WB012392 to WB013491 (197)  
Production date from 10/29/97 to 01/22/98
- 916MONO MY1998 from VIN# WB011992 to VIN# WB013591 (400)  
Production date from 09/19/97 to 01/26/98
- 996SPS MY1998 from VIN# WB000637 to VIN# WB001218 (100)  
Production date from 10/30/97 to 03/19/98
- 996BIP MY1999 from VIN# XB000611 to VIN# XB000911 (301)  
Production date from 07/30/98 to 09/18/98
- 748 MY1997 from VIN# VB003357 to VIN# VB005620 (432)  
Production date from 07/15/96 to 06/19/97
- 748BIP MY1998 from VIN# WB006441 to WB007862 (350)  
Production date from 10/10/97 to 03/03/98
- 748MONO MY1998 from VIN# WB006141 to VIN# WB007962 (420)  
Production date from 09/09/97 to 03/18/98
- 748L MY1998 from VIN# WB006961 to VIN# WB007362 (102)  
Production date from 11/12/97 to 11/14/97
- 748BIP MY1999 from VIN# XB009170 to VIN# XB009369 (200)  
Production date from 06/24/98 to 07/07/98
- 748MONO MY1999 from VIN# XB009370 to VIN# XB009469 (100)  
Production date from 07/07/98 to 09/07/98

Total number of motorcycles 4165